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**QUESTION 1**

A business is creating an agent console with FlexCards to provide a 360° view of their customers. The business wants the following information displayed: Account information including account name, phone, and website Active opportunities related to the account Active contracts related to the account The ability to view and renew contracts

An Integration Procedure will be used to retrieve Account, Opportunity, and Contract data.

How should the consultant design the FlexCards to meet these requirements?

- A. Parent FlexCard with multiple Child and Card Actions
- B. Parent FlexCard with multiple Child and different Card States
- C. Parent FlexCard with single Child and multiple Card States
- D. Parent FlexCard with single Child and Card Actions

Correct Answer: A

QUESTION 2

Which of the following is a key difference between Integration Procedures and DataRaptors?

- A. DataRaptors can access data from external sources.
- B. DataRaptors can invoke multiple actions in a single server call.
- C. Integration Procedures can access data from external sources.
- D. Integration Procedures can retrieve data from multiple related objects.

Correct Answer: C

QUESTION 3

When designing OmniScripts, which three best practices should consultants recommend to increase user adoption? Choose 3 answers

- A. Prefill data for users when possible
- B. Replicate existing processes as-is
- C. Provide keystroke commands for data entry
- D. Divide complex processes into sections
- E. Provide user help text

Correct Answer: ADE



QUESTION 4

A company has an existing OmniScript running in production. The business decides additional customer information is needed and wants to add more questions to the process.

What is the most efficient approach that the consultant can recommend to the business to meet this requirement?

- A. Add a new Step element with Input elements
- B. Add an LWC component
- C. Add an Input Action to a Step
- D. Add a embedded FlexCard

Correct Answer: A

QUESTION 5

A company needs an OmniScript to allow customers to order products and services from their website. After the order is submitted, the customer should be able to download a PDF summary of the order.

What type of DataRaptor should the consultant recommend to meet this requirement?

- A. DataRaptor Load
- B. DataRaptor Extract
- C. DataRaptor Turbo Extract
- D. DataRaptor Transform

Correct Answer: D

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